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Application No. 09/813,209  
Response to Office Action

Customer No. 01933

Attorney Docket No. 01161/LH

**IN THE UNITED STATES PATENT  
AND TRADEMARK OFFICE**

Applicant(s): Mineo NOZAKI et al  
Serial No. : 09/813,209  
Filed : March 20, 2001  
For : TECHNICAL SUPPORT SYSTEM  
Art Unit : 3623  
Examiner : Catherine M. Colon

**AMENDMENT**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

S I R :

This is responsive to the Office Action mailed  
December 17, 2004, the term for response to which expires on  
March 17, 2005.

**Amendments to the Drawings** are described on page 2 of this  
paper.

**Amendments to the Claims** are set forth in the listing of  
claims which begins on page 3 of this paper. Claims 1-38 are  
amended.

**Remarks** begin on page 17 of this paper.

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N. Sahadeo  
Nalini P. Sahadeo

In the event that this Paper is late  
filed, and the necessary petition  
for extension of time is not filed  
concurrently herewith, please  
consider this as a Petition for the  
requisite extension of time, and to  
the extent not tendered by any form  
PTO-2038 which may be attached  
hereto, authorization to charge the  
extension fee, or any other fee  
required in connection with this  
Paper to Account No. 06-1378.